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	Document ID	Kind Codes	Source	Issue Date	Pages
1	US 20020138584 A1		US- PGPUB	20020926	43
2	US 6560588 B1		USPAT	20030506	11
3	US 6430607 B1		USPAT	20020806	52
4	US 6289390 B1		USPAT	20010911	53
5	US 5956509 A		USPAT	19990921	53

	<b>Title</b>	<b>Abstract</b>
1	Electronic mail transmission/reception system and electronic mail transmission/reception program	
2	Method and apparatus for identifying items of information from a multi-user information system	
3	System and method for performing remote requests with an on-line service network	
4	System and method for performing remote requests with an on-line service network	
5	System and method for performing remote requests with an on-line service network	

	Current OR	Current XRef	Retrieval Classif	Inventor
1	709/206	715/733		Fujimoto, Hiroyuki et al.
2	706/50	707/100; 715/513		Minter; Andrew George
3	709/217	709/216; 709/219		Kavner; Gene D.
4	719/310	709/200; 719/313; 719/330		Kavner; Gene D.
5	719/330	709/203; 709/219		Kevner; Gene D.



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## 1 Experience with a process for software engineering Web-cour development

*White, S.A.;*

Frontiers in Education Conference, 2000. FIE 2000. 30th Annual , Volume 1  
21 Oct. 2000

Pages:T1C/13 - T1C/18 vol.1

[\[Abstract\]](#)   [\[PDF Full-Text \(912 KB\)\]](#)   **IEEE CNF**

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**1 Ontology-based Web crawler**

*Ganesh, S.; Jayaraj, M.; Kalyan, V.; SrinivasaMurthy; Aghila, G.;*  
Information Technology: Coding and Computing, 2004. Proceedings. 17  
International Conference on , Volume: 2 , 5-7 April 2004  
Pages:337 - 341 Vol.2

[\[Abstract\]](#)   [\[PDF Full-Text \(1400 KB\)\]](#)   IEEE CNF

**2 Dimensionality reduction for denial of service detection problem using RBFNN output sensitivity**

*Ng, W.W.Y.; Chang, R.K.C.; Yeung, D.S.;*  
Machine Learning and Cybernetics, 2003 International Conference on ,  
2 , 2-5 Nov. 2003  
Pages:1293 - 1298 Vol.2

[\[Abstract\]](#)   [\[PDF Full-Text \(454 KB\)\]](#)   IEEE CNF

**3 KhojYantra: an integrated MetaSearch engine with classification, clustering and ranking**

*Mishra, R.K.; Prabhakar, T.V.;*  
Database Engineering and Applications Symposium, 2000 International  
Sept. 2000  
Pages:122 - 133

[\[Abstract\]](#)   [\[PDF Full-Text \(636 KB\)\]](#)   IEEE CNF



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1 [Fast detection of communication patterns in distributed executions](#)

Thomas Kunz, Michiel F. H. Seuren

November 1997 **Proceedings of the 1997 conference of the Centre for Advanced Studies on Collaborative research**

Full text available: pdf(4.21 MB) Additional Information: [full citation](#), [abstract](#), [references](#), [index terms](#)

Understanding distributed applications is a tedious and difficult task. Visualizations based on process-time diagrams are often used to obtain a better understanding of the execution of the application. The visualization tool we use is Poet, an event tracer developed at the University of Waterloo. However, these diagrams are often very complex and do not provide the user with the desired overview of the application. In our experience, such tools display repeated occurrences of non-trivial communication ...

2 [Poster papers - short papers: Expertise identification using email communications](#)

Christopher S. Campbell, Paul P. Maglio, Alex Cozzi, Byron Dom

November 2003 **Proceedings of the twelfth international conference on Information and knowledge management**

Full text available: pdf(162.97 KB) Additional Information: [full citation](#), [abstract](#), [references](#), [index terms](#)

A common method for finding information in an organization is to use social networks---as people, following referrals until someone with the right information is found. Another way is to automatically mine documents to determine who knows what. Email documents seem particularly well suited to this task of "expertise location", as people routinely communicate what they know. Moreover, because people explicitly direct email to one another, social networks are likely to be contained in the pattern ...

**Keywords:** expertise identification, knowledge management

3 [Machine learning for IR: Learning effective ranking functions for newsgroup search](#)

Wensi Xi, Jesper Lind, Eric Brill

July 2004 **Proceedings of the 27th annual international conference on Research and development in information retrieval**

Full text available: pdf(281.11 KB) Additional Information: [full citation](#), [abstract](#), [references](#), [index terms](#)


Web communities are web virtual broadcasting spaces where people can freely discuss anything. While such communities function as discussion boards, they have even greater value as large repositories of archived information. In order to unlock the value of this resource, we need an effective means for searching archived discussion threads. Unfortunately the techniques that have proven successful for searching document collections and the Web are not ideally suited to the task of searching archives ...

**Keywords:** information retrieval, linear regression, machine learning, newsgroup search, support vector machines

- 4 MessageWorld: a new approach to facilitating asynchronous group communication  
Daniel E. Rose, Jeremy J. Bornstein, Kevin Tiene  
December 1995 **Proceedings of the fourth international conference on Information and knowledge management**

Full text available:  pdf(1.04 MB) Additional Information: [full citation](#), [references](#), [citations](#), [index terms](#)

- 5 Novel search environments: Exploring discussion lists: steps and directions  
Paula S. Newman  
July 2002 **Proceedings of the 2nd ACM/IEEE-CS joint conference on Digital libraries**

Full text available:  pdf(343.09 KB) Additional Information: [full citation](#), [abstract](#), [references](#), [citations](#), [index terms](#)


This paper describes some new facilities for exploring archived email-based discussion lists. The facilities exploit some specific properties of email messages to obtain improved archive overviews, and then use new tree visualizations, developed for the purpose, to obtain three overviews and mechanisms to aid in the coherent reading of threads. We consider these approaches to be limited, but useful, approximations to more ideal facilities; a final section suggests directions for further work in ...

**Keywords:** discussion list, email, email archive, narrowtree, on-line forum, persistent conversation, thread, treetable

- 6 Electronic commerce: a half-empty glass?  
Sasa Dekleva  
June 2000 **Communications of the AIS**

Full text available:  pdf(343.49 KB) Additional Information: [full citation](#), [references](#)

- 7 Papers: Bifrost inbox organizer: giving users control over the inbox  
Olle Bälter, Candace L Sidner  
October 2002 **Proceedings of the second Nordic conference on Human-computer interaction**

Full text available:  pdf(173.69 KB) Additional Information: [full citation](#), [abstract](#), [references](#), [citations](#), [index terms](#)

Many email users, especially managers, receive too many email messages to read in the time available to them. The solutions available today often require programming skills on the part of the user to define rules for prioritizing messages or moving messages to folders. We propose a different approach: categorize messages in the inbox with predefined rules that do not require maintenance and are scalable to handle anything from 50 to thousands of messages.

**Keywords:** categorization, email, inbox, organize, prioritization

- 8 The SIFT information dissemination system  
Tak W. Yan, Hector Garcia-Molina  
December 1999 **ACM Transactions on Database Systems (TODS)**, Volume 24 Issue 4

Full text available:  pdf(220.77 KB) Additional Information: [full citation](#), [abstract](#), [references](#), [citations](#), [index terms](#)



Information dissemination is a powerful mechanism for finding information in wide-area environments. An information dissemination server accepts long-term user queries, collects new documents from information sources, matches the documents against the queries, and continuously updates the users with relevant information. This paper is a retrospective of the Stanford Information Filtering Service (SIFT), a system that as of April 1996 was processing over 40,000 worldwide subscriptions and over ...

**Keywords:** Boolean queries, dissemination, filtering, indexing, vector space queries

9 Information delivery systems: an exploration of Web pull and push technologies

Julie E. Kendall, Kenneth E. Kendall

April 1999 **Communications of the AIS**

Full text available:  [pdf\(658.33 KB\)](#) Additional Information: [full citation](#), [references](#), [citations](#), [index terms](#)

10 Message classification in the call center

Stephan Busemann, Sven Schmeier, Roman G. Arens

April 2000 **Proceedings of the sixth conference on Applied natural language processing**

Full text available:  [pdf\(877.64 KB\)](#)



[Publisher Site](#)

Additional Information: [full citation](#), [abstract](#), [references](#)

Customer care in technical domains is increasingly based on e-mail communication, allowing for the reproduction of approved solutions. Identifying the customer's problem is often time-consuming, as the problem space changes if new products are launched. This paper describes a new approach to the classification of e-mail requests based on shallow text processing and machine learning techniques. It is implemented within an assistance system for call center agents that is used in a commercial setting ...

11 Current technological impediments to business-to-consumer electronic commerce

Gregory Rose, Huoy Khoo, Detmar W. Straub

June 1999 **Communications of the AIS**

Full text available:  [pdf\(479.36 KB\)](#) Additional Information: [full citation](#), [references](#), [citations](#)

12 Digital libraries in the classroom: The interactive shared educational environment: user interface, system architecture and field study

Xiangming Mu, Gary Marchionini, Amy Pattee

May 2003 **Proceedings of the 3rd ACM/IEEE-CS joint conference on Digital libraries**

Full text available:  [pdf\(298.58 KB\)](#) Additional Information: [full citation](#), [abstract](#), [references](#), [index terms](#)

The user interface and system architecture of a novel Interactive Shared Educational Environment (ISEE) are presented. Based on a lightweight infrastructure, ISEE enables relatively low bandwidth network users to share videos as well as text messages. Smartline is a new concept introduced in this paper. Individual information presentation components, like the video player and text chat room, are "smartly" linked together through video timestamps and hyperlinks. A field study related to children ...

13 Web search 1: Meta-recommendation systems: user-controlled integration of diverse recommendations

J. Ben Schafer, Joseph A. Konstan, John Riedl

November 2002 **Proceedings of the eleventh international conference on Information and knowledge management**

Full text available:  [pdf\(429.18 KB\)](#) Additional Information: [full citation](#), [abstract](#), [references](#), [citations](#), [index terms](#)

In a world where the number of choices can be overwhelming, recommender systems help users find and evaluate items of interest. They do so by connecting users with information regarding the content of recommended items or the opinions of other individuals. Such systems have become powerful tools in domains such as electronic commerce, digital libraries, and knowledge management. In this paper, we address such systems and introduce a new class of recommender system called meta-recommenders. Meta- ...

**Keywords:** collaborative filtering, information filtering, recommender systems

**14** Chat II: Why do we ReachOut?: functions of a semi-persistent peer support tool

Michal Jacovi, Vladimir Soroka, Sigalit Ur

November 2003 **Proceedings of the 2003 international ACM SIGGROUP conference on Supporting group work**

Full text available:  pdf(267.38 KB) Additional Information: [full citation](#), [abstract](#), [references](#), [index terms](#)

Collaboration plays a vital role in today's new business environment. Knowledge that resides within people's heads has become an invaluable resource. Many formal tools, such as e-mail or teamrooms, have been introduced to support formal collaboration and have been studied extensively. However, support for informal communication is still in its infancy. Much work has been done to analyze the functions that informal communication plays in the workplace. Recently, several studies have evaluated the ...

**Keywords:** informal communication, peer support, workplace collaboration

**15** Knowledge Management I: Stimulating knowledge discovery and sharing

A. Agostini, S. Albolino, G. De Michelis, F. De Paoli, R. Dondi

November 2003 **Proceedings of the 2003 international ACM SIGGROUP conference on Supporting group work**

Full text available:  pdf(505.94 KB) Additional Information: [full citation](#), [abstract](#), [references](#), [index terms](#)

Most of the available knowledge management systems pay little attention to two important aspects: the need of supporting emerging communities of interest together with the official organizational structure; and the need of cluing together knowledge associated with any kind of involved entity including people, communities, and informal knowledge. The MILK system enhances knowledge discovery and sharing by providing services addressing these aspects and supplying innovative interfaces and interact ...

**Keywords:** communities, knowledge management, personalized and adaptive systems, profiling

**16** BrightBoard: a video-augmented environment

Quentin Stafford-Fraser, Peter Robinson

April 1996 **Proceedings of the SIGCHI conference on Human factors in computing systems: common ground**

Full text available:  pdf(1.51 MB)  html(45.56 KB) Additional Information: [full citation](#), [references](#), [citations](#), [index terms](#)

**Keywords:** augmented reality, image processing, machine vision, pattern recognition, ubiquitous computing

**17** Session 8: miscellaneous topics: Pattern based procedural textures

Sylvain Lefebvre, Fabrice Neyret

April 2003 **Proceedings of the 2003 symposium on Interactive 3D graphics**

Full text available:  pdf(21.44 MB) Additional Information: [full citation](#), [abstract](#), [references](#)


Numerous real-time applications such as computer games or flight simulators require non-repetitive high-resolution texturing on large landscapes. We propose an algorithm which procedurally determines the texture value at any surface location by aperiodically combining provided patterns according to user-defined controls such as a probability distribution (possibly non stationary). Our algorithm can be implemented on programmable hardware taking advantage of the texture indirection ability of rec ...

**Keywords:** graphics hardware, landscape, proceduralism, textures

**18** Article abstracts with full text online: Risks to the public in computers and related systems

Peter G. Neumann

January 2005 **ACM SIGSOFT Software Engineering Notes**, Volume 30 Issue 1


Full text available:  pdf(211.64 KB) Additional Information: [full citation](#), [abstract](#)

Edited by Peter G. Neumann (Risks Forum Moderator and Chairman of the ACM Committee on Computers and Public Policy), plus personal contributions by others, as indicated. Opinions expressed are individual rather than organizational, and all of the usual disclaimers apply. We address problems relating to software, hardware, people, and other circumstances that affect computer systems. To economize on space, we tersify most items and include pointers to items in the online Risks Forum: (R i j) deno ...

**19** Risks to the public: Risks to the public in computers and related systems

Peter G. Neumann

January 2005 **ACM SIGSOFT Software Engineering Notes**, Volume 30 Issue 1

Full text available:  pdf(211.64 KB) Additional Information: [full citation](#)

**20** Introduction to special section on contemporary virtual environments: Expertise, extraversion and group interaction styles as performance indicators in virtual teams: how do perceptions of IT's performance get formed?

Pierre Balthazard, Richard E. Potter, John Warren

February 2004 **ACM SIGMIS Database**, Volume 35 Issue 1

Full text available:  pdf(452.33 KB) Additional Information: [full citation](#), [abstract](#), [references](#), [index terms](#)

This study investigates how a personality trait and expertise affect virtual teams interaction and how that interaction leads to different levels of performance (e.g., solution quality, solution acceptance, cohesion). Teams have been shown to exhibit constructive, aggressive/defensive, or passive/defensive interaction styles that affect communication and thus team performance by facilitating or hindering the exchange of information among group members. These styles reflect an aggregation of the ...

**Keywords:** "big five" personality model, contextual performance, expertise, extraversion, group interaction styles, task performance, virtual teams

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